



TENNESSEE PUBLIC UTILITY COMMISSION



2019-2020 ANNUAL REPORT

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Tennessee Public Utility Commission, Authorization No. 316275, January 2021.

TENNESSEE PUBLIC UTILITY COMMISSION



502 Deadrick Street, 4th Floor
Nashville, Tennessee 37242-0001

February 1, 2021

The Honorable Bill Lee
Governor

The Honorable Randy McNally
Lieutenant Governor

The Honorable Cameron Sexton
Speaker of the House of Representatives

Members of the General Assembly,

It is with great pleasure that I present to you the 2019-2020 Annual Report of the Tennessee Public Utility Commission. This report has been prepared in accordance with Tennessee Code Annotated § 65-1-111.

The Commission has jurisdiction over Tennessee's investor-owned utility companies including electric, telephone, water and wastewater, and natural and methane gas. Further, the Commission serves as the agency that performs the safety inspections of natural gas pipelines that travel across the state and mediates consumer complaints against utility service providers.

Through our numerous consumer outreach efforts, the TPUC continues to provide Tennessee citizens with information that can enhance their daily lives and provide protection and relief from unwanted telephone solicitations and fraudulent activities. Among the Commission's more popular programs are the Tennessee Do Not Call program and the Telecommunications Devices Access Program (TDAP). In addition, the TPUC has initiated efforts to promote safety awareness. The state's underground utilities, through the Underground Utility Damage Prevention Act, is an effort designed to prevent harm to people, property, and underground utility facilities. The provisions of the Act are codified in Tenn. Code Ann. § 65-31-101 et al. of which the TPUC's role is to assist the Underground Utility Damage Enforcement Board by providing administrative and investigative support.

We remain focused on the work that we have been entrusted to perform, as well as the role we play in protecting Tennessee consumers and maintaining an environment that is vigorously competitive. To the members of the Tennessee General Assembly, we look forward to working with you in continued service to the citizens of the Volunteer State.

Warmest Regards,

Earl R. Taylor,
Executive Director

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Commission Overview

The Tennessee Public Utility Commission, formerly the Tennessee Regulatory Authority, is the governing body to regulate investor owned public utilities in Tennessee. The Commission's mission is to ensure the safe and reliable provision of public utility services to the citizens of Tennessee.

The agency has five Commissioners, each of whom serve on a part-time basis. Two Commissioners are joint appointees selected by the Governor, Lieutenant Governor, and Speaker of the House (Commissioner David F. Jones and Commissioner John Hie). The other three commissioners are appointees of either the Governor (Commissioner Herbert H. Hilliard), Lieutenant Governor (Commissioner Robin L. Morrison), and Speaker of the House (Commissioner Kenneth C. Hill). Commissioner Morrison and Commissioner Hill were reappointed following the adjournment of the 2020 legislative session and are awaiting confirmation during the 2021 legislative session.

Earl R. Taylor was appointed Executive Director of the Tennessee Public Utility Commission in 2012 by Governor Bill Haslam, Lieutenant Governor Ron Ramsey and House Speaker Beth Harwell and reappointed by the commissioners in 2018 to a three year term.

The Executive Director has the principal responsibility of implementing the broad strategies, goals, objectives, long-range plans, and policies of the Commission. Among the Executive Director's duties, which are not limited to the following list, are to:

- ◇ Serve as chief operating officer of the Commission responsible for the day-to-day management of the Commission and the supervision and hiring of all staff members within the limits of available funds authorized from time to time by the legislature
- ◇ Administer, monitor and review the operating procedures of each division of the Commission ensuring that each employee and division of the Commission fully executes in an efficient and economical manner, the separate duties assigned to each
- ◇ Submit rules and policies for approval by the Commission
- ◇ Implement and administer rules and policies for the efficient and economical internal management of the Commission
- ◇ Coordinate the preparation of the report to the General Assembly as required by Tennessee Code Annotated Section 65-1-111
- ◇ Supervise the expenditure of funds and compliance with all applicable provisions of state and federal law in the receipt and disbursement of funds

Commission staff includes accountants, administrators, attorneys, consumer specialists, economists, engineers, information technology specialists, a consumer outreach manager, and administrative support.

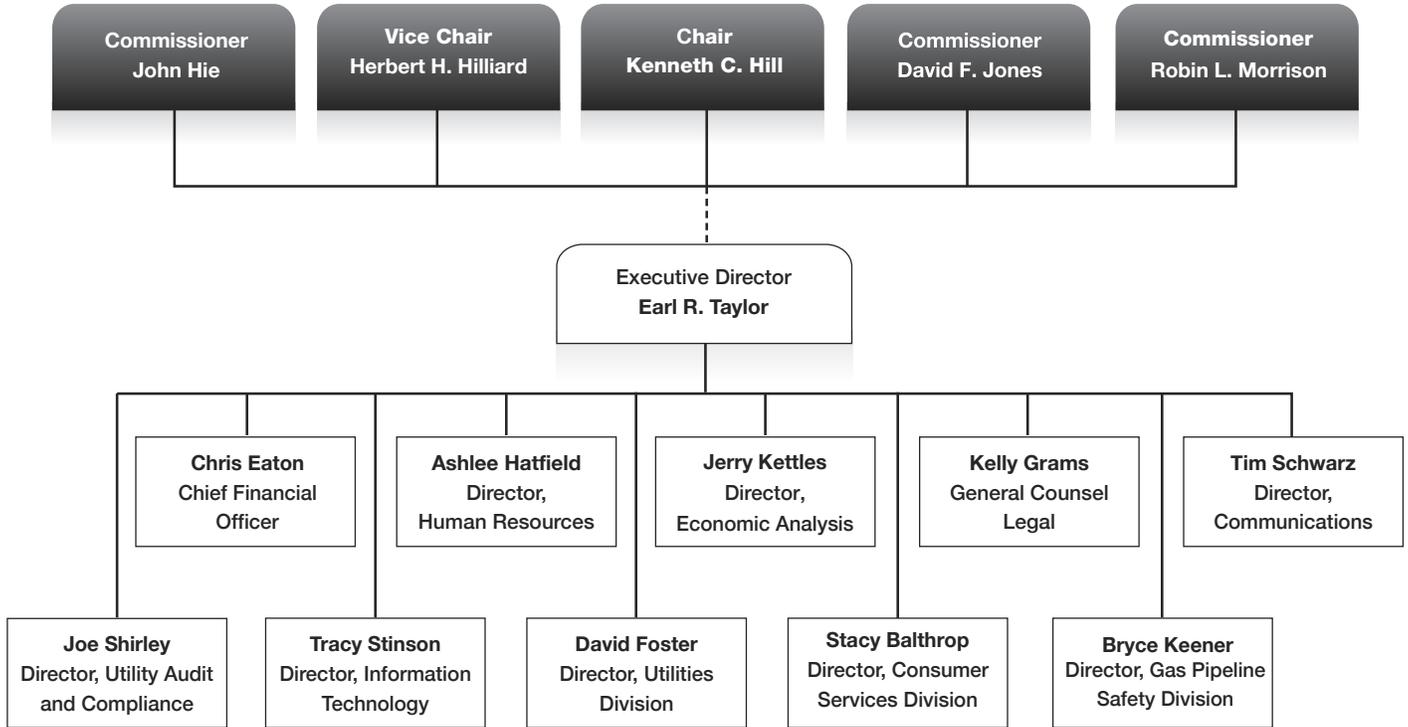
The Commission has jurisdiction over public utilities including:

- ◇ Electric companies
- ◇ Telephone companies
- ◇ Water and wastewater companies
- ◇ Natural gas companies
- ◇ Methane gas companies

The Commission is financially independent of Tennessee's general fund. The Commission's operational expenses are covered wholly by the industries it regulates, with a small portion coming from the federal government.



Tennessee Public Utility Commission Organization Chart and Staffing Levels



As of June 30, 2020, the TPUC was budgeted for 63 Positions

TPUC Division	Total Positions	Filled	Vacancies
Commissioners	5	5	0
Executive Director	1	1	0
Administrative Staff	9	7	2
Communications and External Affairs	1	1	0
Consumer Services	13	7	6
Gas Pipeline Safety	10	9	1
Information Technology	2	1	1
Legal	8	6	2
Utilities	12	8	4
Underground Damage Prevention	2	2	0
Total Positions	63	47	16



Commission Leadership



**Earl R. Taylor,
Executive Director**

Earl R. Taylor was appointed to the Tennessee Public Utility Commission as Executive Director in 2012 by Governor Bill Haslam, House Speaker Beth Harwell, and Lt. Governor Ron Ramsey and reappointed by the

Commission in 2018 to another three year term.

Taylor received a Bachelor of Science degree from the University of Tennessee at Knoxville and a Juris Doctor from the University of Memphis School of Law. He began his career as an attorney in his hometown of Johnson City.

Later professional endeavors included the development of WKXT-TV, the CBS Television affiliate in Knoxville, and the subsequent launch of the Warner Brothers affiliate in the same market. Most recently, Taylor has been a franchisee of Panera Bread, developing bakery-cafes in Florida, Texas, and Louisiana.

Actively engaged in his community, he has served as a mentor in the Knoxville Fellows program, as a commissioner for the Metropolitan Knoxville Airport Authority, and on the Knoxville Young Life Committee. As Executive Director of the TPUC, he functions as the Commission's Chief Operating Officer, responsible for the agency's administrative duties and responsibilities. Mr. Taylor is married to Sheryl Dawson Taylor. They have four children and 11 grandchildren.



**Dr. Kenneth C. Hill,
Chairman**

Dr. Kenneth C. Hill, a native of Morrison City (North Kingsport), was appointed to TPUC by Lt.

Governor Ron Ramsey in 2009 and reappointed in 2014. He was reappointed in 2020 by the Honorable Cameron Sexton,

Speaker of the Tennessee House of Representatives.

Since his appointment, Dr. Hill has served as Chairman of TPUC and is currently active with the National Association of Regulatory Utility Commissioners (NARUC) and the Southeastern Association of Regulatory Utility Commissioners (SEARUC). He presently serves as SEARUC's President. He is a member of the NARUC Committee on Water, the NARUC Committee on International Relations, and the NARUC Subcommittee on Clean Coal Carbon Sequestration. He is a member of the Board of NARUC.

Dr. Hill was formally a member of the International Confederation of Energy Regulators (ICER), and the ICER Working Group for Small Energy Consumers, as well as a former mentor in the ICER Women In Energy Mentoring Program.

Dr. Hill has been a presenter at the NARUC and SEARUC annual meetings. He has also been a presenter and participant at the National Association of Water Companies (NAWC) Water Summit, the NAWC Commissioners' Forum, and the Emerging Issues Policy Forum (EIPF) (Energy) multiple times. Additionally, he has been a panelist at the NAWC Southeastern Chapter Conference, as well as the United States' Department of Energy Industrial Energy Efficiency Conference in Little Rock, Ark.

During his tenure with TPUC, he has also served as a member of the Tennessee State Information Systems Council; member of the Board of the Organization of PJM States, Inc. (OPSI); member of the Eastern Interconnection States Planning Council (EISPC); delegate to the 5th and 6th World Forum on Energy Regulation (WFER); and a Tennessee Team Member of the National Governors' Association Policy Academy on Enhancing Industry through Energy Efficiency and Combined Heat and Power.



Commission Leadership (cont.)

Dr. Hill has been active in communications and broadcasting all of his adult life, having been involved for more than four decades in virtually every aspect of radio. For the past forty years, Dr. Hill has been President and CEO of the nonprofit Appalachian Educational Communication Corporation (AECC) in Bristol, Tennessee. AECC is the licensee of WHCB 91.5 FM. Dr. Hill has also provided consulting services for the past thirty-eight years in the areas of technical writing and editing, public relations, proposal writing and editing, independent R&D documentation, government relations, corporate and business communication, media acquisition, media appraisal, and media utilization.

He earned his Bachelor of Science degree in Speech (Broadcasting) and History from East Tennessee State University; a Master of Science degree in Speech (Broadcasting) from Indiana State University; a Bachelor of Arts degree in Biblical Studies from Baptist Christian College; a Master of Religious Education from Manahath School of Theology; and a Doctor of Religious Education from Andersonville Baptist Seminary. Dr. Hill and his wife, Janet, reside in Blountville, Tennessee.



**Herbert H. Hilliard,
Vice Chair**

Commissioner Hilliard was appointed to the Tennessee Public Utility Commission in 2012 by Governor Bill Haslam and reappointed in 2017.

Commissioner Hilliard served as Executive Vice President and Chief Government Relations

Officer for First Horizon National Corporation. In this role, he was responsible for the corporation’s lobbying activities at the federal and state levels. He is a forty-three-year veteran of the company, having joined First Horizon in 1969 after earning a BBA in Personnel Administration and Industrial Relations from the University of Memphis. Prior to his current role, he was Executive Vice President and Chief Risk Officer. Hilliard retired from First Horizon National Corporation on September 26, 2012.

Commissioner Hilliard is active in the community, currently serving as Chairman of the Board of Directors of The National Civil Rights Museum and he is a Board Member of BlueCross BlueShield of Tennessee.

He was Chairman of the Memphis Housing Authority Board from 1992-1993, Chairman of the United Way General Fund Drive in 1987, and Chairman of the Annual NAACP Freedom Fund Dinner in 1988. He is a past member of the Memphis Park Commission, the University of Memphis National Alumni Board, the University of Memphis Foundation Board, and the Boards of Directors for the Chickasaw Council of the Boy Scouts of America and the Memphis Convention and Visitors Bureau. From 2000 to 2005, he was Chairman of the Board of BlueCross BlueShield of Tennessee.

Commissioner Hilliard has completed additional studies at the Southwestern Graduate School of Banking at Southern Methodist University, the Tennessee Executive Development Program at the University of Tennessee Knoxville, Cornell University’s Executive Development Program, and Crosby Quality College.



**John Hie,
Commissioner**

Commissioner Hie was born in a small village outside of Dachau, Germany to parents that fled Hungary in January of 1945, as the Red Army was fighting in and around Budapest. Along with a small caravan of ox carts, his family moved across Hungary and Austria and settled

in Bavaria, Germany. Eventually John and his four siblings, along with their mother and father, left the seaport town of Bremerhaven, Germany on board the General Adolphus Greeley and arrived in the United States at the port of New Orleans in October of 1951. The Hie family came to the U.S. as part of the Displaced Persons Act, an act on the part of the federal government authorizing the admission into the U.S. a limited number of Europeans displaced following World War II. The Hie family’s admission into the U.S. was sponsored by a farmer in Maury County, Tennessee; and following their transition to Middle Tennessee, the Hie family immediately began to learn the English language and the culture of the south.

Commissioner Hie attended grammar school in a two room school house and graduated from Columbia Central High School in Columbia, Tennessee. At that time, there were several smokestack industries in Maury County that provided jobs for summer employment. These jobs, along



Commission Leadership (cont.)

with some scholarships, paid for Commissioner Hie’s college education. Commissioner Hie graduated from the University of Tennessee’s College of Pharmacy in 1969 and was drafted into the army the following year. His pharmacy training enabled him to work as a pharmacist at Walter Reed Army Medical Center, which he described as an invaluable experience. After an honorable discharge from the army, Commissioner Hie and a business partner opened their own drugstore and ran it for ten years before selling it.

Commissioner Hie transitioned from the world of pharmacy to the world of finance, beginning work for the venerable J.C. Bradford investment firm in 1984 advising clients about their investments. After the sale of J.C. Bradford in the year 2000, John went to work for investment firm Stephens, Inc. of Little Rock, Arkansas. John eventually retired from Stephens in 2015 to spend more time with family and friends, although he still works a few hours a week at Carezone Pharmacy in Nashville. John and his wife Trish have one son, one daughter-in-law, one grandson AJ, and one grand-dog named Luna.



**Robin L. Morrison,
Commissioner**

Robin L. Morrison was appointed to the TPUC by House Speaker Beth Harwell in 2013 and reappointed in 2015. In the fall of 2020, Lieutenant Governor McNally reappointed her to a six-year term. Ms. Morrison currently serves as a Vice President and

financial center manager for one of the South’s largest banks, First Horizon Bank, and brings to the TPUC broad experience in customer relations, business management, and federal and regulatory compliance.

A graduate of the University of Tennessee at Chattanooga with a bachelor’s degree in business administration-finance, Ms. Morrison possess a comprehensive background in banking and finance and has obtained her Series 6/63 financial licenses to sell securities, as well as being licensed to sell life and health insurance.

In addition, Ms. Morrison is a graduate of both the Southeastern School of Banking and Leadership Chattanooga. She is active in leadership roles in her community, having served on the boards of the South Board of Redevelopment Group, Junior League of Chattanooga, and the Chattanooga Chamber of Commerce’s Southside Council. She is also a member of the Chattanooga Women’s Leadership Institute.



**David F. Jones,
Commissioner**

Commissioner Jones was reappointed to the Commission by Governor Bill Haslam, Lt. Governor Randy McNally, and House Speaker Beth Harwell in 2018. He is the Commission’s past Chairman and serves on the National Association of Regulatory Utility

Commissioners (NARUC) Gas Committee.

Commissioner Jones is CEO and President of Complete Holdings Group, a complex medical claims (workers’ compensation, motor vehicle accidents, and Veterans Administration) revenue cycle solutions company to more than (700) hospitals across 39 states. Commissioner Jones spent 29 years in the energy industry with the nation’s largest natural gas interstate transmission company where he worked as an executive in a variety of areas, including Field Operations and Human Resources. He has been at Complete Holdings Group since 2009, and he serves on a number of boards including the Tennessee Center for Performance Excellence. He is a certified facilitator/executive coach to CEOs and owners of private businesses where he helps these entrepreneurs to scale their businesses.

Commissioner Jones obtained a B.S. in Business from the University of Tennessee in Knoxville and an MBA from the University of Houston. He is the author of the book “Surviving and Thriving After Losing Your Job.” He and his wife have been married over 40 years and have two children and six grandchildren.



Our Mission

To ensure the safe and reliable provision of public utility services to the citizens of Tennessee.

The Commission's mission is fulfilled through three major operational components: consumer assistance and regulatory oversight of utility operations and market conditions, and public safety of underground utilities.

Consumer Assistance Component

The Commission offers an efficient forum for the filing, investigation, and hearing of consumer complaints against regulated utilities. The Commission also engages in consumer outreach activities in an effort to educate consumers on its services and the regulated utilities.

The Commission manages consumer-friendly programs such as the Do Not Call Program, the Do Not Fax Program, the Telecommunications Devices Access Program (TDAP), and the National Deaf & Blind Equipment Distribution Program (iCanConnect).

Regulatory Oversight Component

The Commission has regulatory oversight over privately-owned utilities serving Tennessee consumers. The Commission provides an accessible and efficient process that is fair and unbiased. Through this process, the Commission evaluates many items including requests for rate modifications, applications for authority to provide service, requests for approval of financing transactions, requests for approval of mergers, petitions for transfer of authority to provide service, numbering appeals, requests for numbering allocations, requests for rule modifications, petitions for approval of interconnection agreements and utility-to-utility complaints. The Commission also monitors utility markets to evaluate current trends and determine the need for future action.

Underground Utility Damage Prevention

As delegated by the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration, the Commission ensures the safety of natural gas distribution and transmission pipeline facilities in the state.

The Commission seeks to ensure the protection of the state's underground utility infrastructure. As such, the Underground Utility Damage Prevention Act, signed into law in 2015, is designed to prevent harm to people, property, and underground utility facilities. The provisions of the Act are codified in Tenn. Code Ann. § 65-31-101 et al., and the Commission's role is to assist the Underground Utility Damage Enforcement Board by providing administrative and investigative support on matters related to underground utilities.



Utilities Under the Commission's Jurisdiction

The following are the number of utilities under the jurisdiction of the Tennessee Public Utility Commission as of June 30, 2020.

Energy and Water

Electric	4
Natural Gas Pipeline Companies	7
Water & Wastewater	20
Methane Gas Provider	1

Telecommunications

Competing Telephone Service Providers	143
Customer Owned-Coin Operated Telephone Providers	24
Incumbent Telephone Companies	26
Resellers and Operators Service Providers, Long Distance Facility Providers	142

Gas Pipeline Safety

Intrastate Pipeline	16
Liquefied Natural Gas (LNG) Operators	2
Master Meters	24
Housing Authorities	17
Municipalities	69
Utility Districts	24
Private Utilities	6
Apartments/Condos	6
Military Base (Fort Campbell)	1
Transmission	14
Gathering Line Type A	2

Total Public Utilities	509
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Budget Summary

Appropriations, Fees, and Expenditures

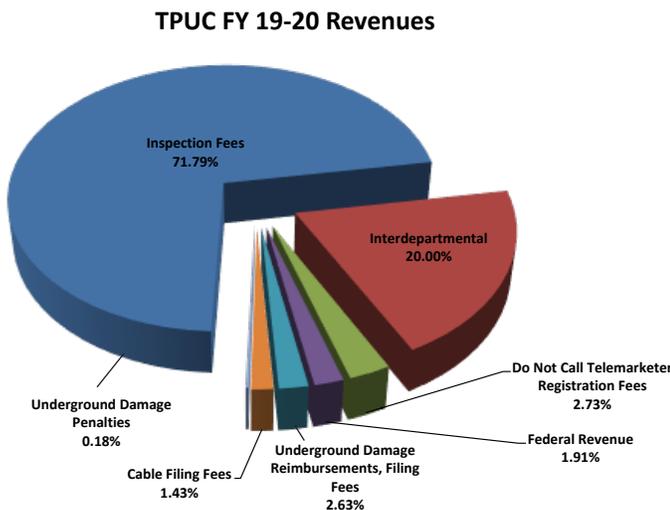
The Tennessee Public Utility Commission (TPUC) budget for fiscal year 2019-20 (FY19-20) was \$9,340,400. Actual expenditures by the agency during the fiscal year totaled \$6,953,900. This represented a total savings of \$2,386,500 (25.6%) from budgeted expenditures.

Total revenues collected by the TPUC during FY19-20 were \$7,082,500. The majority of the revenue was derived from utility inspection fees paid by the public utilities regulated by the Commission. Total inspection fee revenue collected during FY19-20 was \$5,229,500. In addition to inspection fee revenue, the TPUC received \$1,313,700 in interdepartmental revenue related to the TDAP/Relay program, \$179,500 in registration fees from telemarketers for the “Do Not Call” program, \$125,700 in federal revenue, \$124,900 in current services fees attributable to reimbursements related to the Underground Utilities Damage Enforcement Board, \$94,000 in annual fees from cable companies, \$12,000 in penalties collected by the Underground Utilities Damage Enforcement Board, and \$3,200 in filing fees.

All TPUC revenues, except for revenue received from contributions for TDAP and penalties levied by the Underground Utilities Damage Enforcement Board, are earmarked for the Public Utilities Account and are to be used to defray the cost of operations by the TPUC. Should revenues in future fiscal years not be sufficient to cover the costs of the TPUC for a given fiscal year, the deficit would be funded by the Public Utilities Reserve Account. As of June 30, 2020, the Public Utilities Reserve Account balance was \$6,575,948.49. The TDAP Program revenue is specifically earmarked for the purchase of TDAP equipment for the qualifying disabled citizens of Tennessee and the administration of the program. The TDAP Reserve Account had a balance of \$679,700 as of June 30, 2020. The Underground Utilities Damage Fund had a balance of \$38,850.

The TPUC also funds the majority of the administrative costs of the Office of State Assessed Properties which is part of the office of the Tennessee Comptroller of the Treasury. For FY19-20, the TPUC’s total inspection fee revenue of \$5,229,500 was reduced by \$513,900 for its share of the subsidization of the cost of the Office of State Assessed Properties. Due to this reduction, net utility inspection fee revenues were \$4,715,600 and net revenues to the agency for FY19-20 totaled \$6,568,600.

TPUC FY 19-20 Revenues



The FY19-20 actual inspection fee revenue received by the TPUC was \$5,229,600. However, this amount was reduced by \$513,900 for the amount charged to TPUC for its share of the cost of the Office of State Assessed Properties.



Consumer Services Division

Stacy Balthrop, Director

Mission

To ensure consumers receive an adequate level of service from regulated companies and to educate consumers regarding changes and new programs in the regulated utility sector. This mission is accomplished through monitoring services utilities provide using quality of service reports and test, initiating investigations, and mediating consumer-utility disputes resulting from consumer complaints.

Duties include:

The Consumer Services Division (“CSD”) is responsible for monitoring the quality of services provided by regulated utilities and enforcing the rules and regulations of the Commission. One aspect of this responsibility is to investigate and mediate consumer complaints filed against regulated utilities pursuant to T.C.A. § 65-4-119, 65-4-401 et seq., and 65-4-501 et seq.

The CSD also performs other functions such as administering the Do Not Call telemarketing initiative through the registration of telemarketing companies, maintaining the Do Not Call Register, and administering the Do Not Fax Program which is designed to prevent unsolicited faxes.

The CSD administers the Telecommunications Devices Access Program (“TDAP”), which is designed to improve access to the telephone network by distributing equipment to assist individuals with disabilities. Additionally, the CSD monitors the operation of the Captioned Telephone and Tennessee Relay Center for individuals with a hearing loss or speech disability.

The CSD provides recommendations in enforcement actions involving utilities and telemarketing solicitors not in compliance with state law or the rules and regulations of the Commission.

Major Activities

- Received 480 consumer complaints filed against utility companies.
- Distributed 580 TDAP devices to Tennessee residents who qualified for assistive communication devices.
- The Tennessee Relay Service call center processed approximately 8,884 calls during the fiscal year.
- Administratively reviewed the reported operational practices of the Tennessee Relay Center to ensure that it is complying with the Commission’s rules and regulations.
- Received 214 Underground Utility Damage prevention complaints.

The CapTel Service is designed to assist individuals who are late deafened or hard of hearing to make and receive telecommunications calls with a captioning display feature offered by this service. The CapTel Service processed 7,787 calls during the fiscal year.

- Administratively reviewed the reported operational practices of the Tennessee CapTel Service to ensure that it is complying with the Commission’s rules and regulations.

At the end of the fiscal period, 5,396,387 Tennesseans registered with the “Do Not Call” program and 211 active telemarketers had registered as solicitors.

The Commission received 519 “Do Not Call” telemarketing complaints by consumers against telemarketing companies. During the fiscal year, the Commission also received zero fax complaints from consumers involving unsolicited facsimiles during the fiscal year.

Communications & External Affairs Division

Tim Schwarz, Director

Mission

The mission of the Communications and External Affairs Division is to advance and support the Tennessee Public Utility Commission’s larger role of promoting the public interest through consumer outreach & education, external & internal communication, legislative and policy initiative and Title VI compliance.

The duties of the Division include responding to media inquiries on matters related to the Commission’s regulatory jurisdiction and providing timely responses to requests for information from media outlets, utility regulatory trade publications and other utility industry organizations. In addition, the Division prepares and provides communications counsel to staff in handling media interviews.

The Division writes and issues press releases on the Commission’s regulatory actions, manages its social media pages, and oversees the agency’s special reports, including its Annual Report to the Tennessee General Assembly, its Title VI Report to the Tennessee Human Rights Commission and Affirmative Action report to the Tennessee Division of

continued on next page



Human Resources. The Division ensures that compliance is maintained for the agency's forms and documents and engages in consumer outreach to inform the general public of the Commission's programs and services. The legislative and policy activities of the Division are predicated on the principle of protecting the agency's interests and priorities at the state legislature. There are a number of ways which include, but are not limited to, assisting the agency in framing policy; drafting legislation and amendments; and representing the agency as an advocate, in support of or against legislation. The agency identified, influenced and tracked 137 bills during the 111th Tennessee General Assembly.

Economic Analysis

Jerry Kettles, Director

Mission

The primary function of the TPUC's Economist (TE) is to conduct research and formulate recommendations on economic and policy matters pending before the Commission.

The TE is responsible for crafting recommendations concerning cost of capital and the return on equity in rate case proceedings. The TE provides analytic support to other groups within the TPUC on a diverse range of topics including financial derivatives used in the natural gas industry, implementation of orders issued by the Federal Communications Commission and interpretation of statistical analysis. The TE identifies and analyzes market trends that may impact regulation or consumers in natural gas, electric, water, wastewater, and telecommunications markets. The TE also has responsibility for analysis of mergers, acquisitions and the issuance of financial instruments by public utilities. The TE often coordinates agency staff and rule making actions initiated by the agency. The TE also produces several reports for the agency and completes special projects as requested by the Executive Director and Commissioners.

Gas Pipeline Safety Division

Bryce Keener, Director

Travis Aslinger, Deputy Director

Mission

The mission of the TPUC's Gas Pipeline Safety Division (GPSD) is to contribute to the safety and reliability of natural gas distribution and transmission pipeline facilities and to minimize the risk to public health and safety associated with the accidental release of natural gas.

Chapter 601, Title 49 of the United States Code provides the statutory basis for the pipeline safety program. Chapter 601 establishes a framework for promoting pipeline safety through Federal delegation to the States for all or part of the responsibility for intrastate pipeline facilities under annual certification or agreement. Chapter 601 authorizes Federal grants-in-aid of up to 80 percent of a State agency's personnel, equipment, and activity costs for its pipeline safety program.

The State of Tennessee enters into certification agreement each year with the Secretary of the Department of Transportation and accepts the responsibility for regulation of intrastate natural gas pipeline facilities. The program is administered by the DOT Pipeline and Hazardous Materials Safety Administration (PHMSA) and the TPUC is the regulating state agency. The GPSD enforces safety regulations in accordance with the Tennessee Code Annotated ("Tenn. Code Ann.") § 65-2-102, the Tennessee Comprehensive Rules and Regulations ("Tenn. Comp. R. & Regs.") 1220-04-05 and Title 49 of the Code of Federal Regulations ("CFR") Chapter 1, Subchapter D, Parts 191, 192, 193, 195 and 199 as incorporated in the Tennessee rules by reference.

Natural gas is transported statewide through approximately 40,000 miles of distribution and transmission lines that provide service to over 1,356,000 customers. Distribution operators range in size from 8 to 307,000 customers and include 6 private companies, 70 municipalities, 24 utility districts, 2 liquefied natural gas plants and storage facilities, 7 apartment complexes, and 18 housing authorities. There are 18 jurisdictional intrastate transmission lines.

All natural gas operators are required by code to maintain records, compile reports, update operation and maintenance plans, and promptly repair hazardous leaks. The GPSD has 9 inspectors who logged a total of 762 inspection days this past year.



Information Technology Division

Tracy Stinson, Director

Mission

The mission of the Information Technology Division (IT) is to provide, support, and protect hardware and software computer systems used by the staff of the Tennessee Public Utility Commission. The Division strives to meet the professional needs of its own staff members through training, team building, challenging work, recognition and personal and professional growth.

The division consists of an IT Chief and Executive Assistant.

Duties of the Information Technology Division:

- ◇ Develop the Information Systems three year plan
- ◇ Develop and maintain the Commission LAN
- ◇ Procure and maintain Commission desktop computer systems
- ◇ Develop new software systems
- ◇ Monitor software license needs
- ◇ Enforce state network acceptable usage policy
- ◇ Provide information resource training to Commission staff and IT staff
- ◇ Develop and administer Commission databases
- ◇ Oversee computer hardware inventory management
- ◇ Provide technical support and training to Commission staff
- ◇ Provide technical advice to Commission leadership

Legal Division

Kelly Cashman-Grams, Esq.
General Counsel

Mission

To provide the Tennessee Public Utility Commission, its staff, and the administratively attached Underground Utility Damage Enforcement Board and Executive Committee with sound and timely legal advice, effective counsel in the deliberative process, and zealous representation before state and federal agencies and reviewing courts.

The division’s key responsibilities include:

Legal Advice & Counsel

- Provide legal advice, analysis, and recommendations to the Commission, its Executive Director, and staff on legal and regulatory matters related to the its jurisdiction and authority to ensure legal policy and procedural sufficiency and verify consistency with Commission and Board precedents;
- Provide administrative support and counsel to the Board on matters related to Tenn. Code Ann. § 65-31-101 et seq.;
- Review proposed and newly enacted legislation for potential legal and policy effect on the Commission and Board;

Representation

- Represent the Commission and its Commissioners in their official capacities, in litigation before the courts, including in all appellate review of Commission orders;
- Represent the Commission in enforcement actions brought against regulated entities for violations of Commission statutes and rules;
- Represent staff designated as parties in contested case proceedings and the Commission’s Consumer Services Division staff in its investigative support functions performed for the Board;
- Advocate for Commission and Board proposed rules and legislation;
- Appear with Commission and Board personnel that have been requested to provide testimony in legislative hearings before the Tennessee General Assembly;

Case Administration

- • Serve as Hearing Officers in contested case proceedings involving substantive and complex utility and business issues, render determinations on the merits as directed, and prepare cases for hearing before



the Commission and Board;

- Collaborate with Commission staff and the Board in the development of rulemakings and drafting rules to be promulgated by the Commission and Board;
- Prepare all notices and orders memorializing the actions of the Commission and Board within all statutory and other required deadlines;

Throughout the 2019–2020 fiscal year, 244 dockets required action by the Commission. The division provided advice and counsel to, representation of, and case administrative actions for the Commissioners and staff in most of these dockets. The division prepared 192 orders in active Commission dockets, and 54 notices of approval of interconnection agreements.

Finally, on behalf of the Board, division personnel opened 4 and resolved 1 contested case matters where a violator disputed the citation issued, and opened 17 and resolved 11 show cause proceedings for failure to comply with an issued citation. Division personnel drafted 9 preliminary or procedural orders and 5 initial orders of determination in these cases.

Utilities Division

David Foster, Director

Mission

To provide the Commissioners of the TPUC with detailed technical and financial analyses to aid the Commissioners in making informed decision on issues related to the establishment of just and reasonable rates for public utilities, audits results, new certificates of service and telecommunications issues related to the continued development of competitive markets.

The division is comprised of nine full-time and two part-time employees with diversified experience and background. The Staff's credentials and background consist mainly of Certified Public Accountants along with an engineer. The Staff has over 200 years of combine experience in the utility industry.

The division is responsible for analyzing all utility petitions relating to rate changes for investor owned electric, gas, telecommunications, water and wastewater service utilities operating within the state. Of note, the Commission regulates rates for approximately 380,000 residential, commercial and industrial customers receiving natural gas service in Tennessee (primarily Chattanooga and the metro Nashville area); 47,000 electric customers in the Kingsport; and 73,000 water customers in Chattanooga, while maintaining regulatory oversight over approximately 150 individual water and wastewater systems.

The financial analysis focuses on establishing a reasonable return the utility can earn on its investment as well as establishing a reasonable amount of prudent expenses to be recovered. The division also develops and recommends rate designs for customer classes, e.g., residential, commercial and industrial. Each utility segment also has unique characteristics and distinctive federal and state mandates for review.

The division works closely together with smaller utilities especially water and wastewater in order to ensure their viability both financially and from a quality of service standpoint. The larger utilities (e.g., Piedmont Natural Gas, Atmos Energy, Chattanooga Gas, Tennessee-American Water and Kingsport Power) are continually monitored from a financial/rate standpoint. The division also conducts a series of annual audits on utilities regarding their financial status and for compliance with TPUC rules and applicable state and federal laws, orders and tariffs.



Appendix A

Significant TPUC Proceedings for the 2019-2020 Fiscal Year Include:

TPUC Dockets

- *Application of Piedmont Natural Gas Company, Inc. for Approval of Negotiated Gas Redelivery Agreement with Bridgestone/Firestone, Docket No. 10-00015.*
- *Petition of Z Venture Capital Frontiers, Inc. for Authority to Provide COCOT Services in the State of Tennessee, Docket No. 12-00026.*
- *Application of Community Television Company for Tennessee Certificate of Franchise Authority, Docket No. 13-00101.*
- *Petition of Tennessee Wastewater Systems, Inc. for Approval of Capital Improvement Surcharges and Financing Arrangements for the Wastewater Systems Located at Maple Green and Cedar Hill, in Robertson County, and at Smoky Village Subdivision, in Sevier County, Tennessee, Docket No. 16-00096.*
- *AT&T Tennessee Declaration of Force Majeure Event, Docket No. 16-00141.*
- *Request of Chattanooga Gas Company for Approval of Asset Management and Agency Agreement and Gas Purchase and Sale Agreement, Docket No. 17-00137.*
- *Chattanooga Gas Company Compliance Filing and Report, Docket No. 18-00035.*
- *Tennessee-American Water Company's Response to Commission's Investigation of Impacts of Federal Tax Reform on the Public Utility Revenue Requirements, Docket No. 18-00039.*
- *Compliance Filing of Piedmont Natural Gas Company, Inc. Regarding the Impact of Federal Tax Reform on Public Utility Revenue Requirements, Docket No. 18-00040.*
- *Docket to Investigate and Consider Modifications to Atmos Energy Corporation's Annual Rate Review Mechanism Under Tenn. Code Ann. 65-5-103(6), Docket No. 18-00112.*
- *Petition of Tennessee-American Water Company Regarding the 2019 Investment and Related Expenses Under the Qualified Infrastructure Investment Program Rider, the Economic Development Investment Rider and the Safety and Environmental Compliance Rider, Docket No. 18-00120.*
- *Petition of Kentucky Utilities Company for an Order Authorizing Kentucky Utilities Company to Abandon Its Service Area in Tennessee and To Withdraw Its Tariff for Electric Service and an Order Declaring That Kentucky Utilities Is No Longer A Public Utility Under Tennessee Law and No Longer Subject to Tennessee Public Utility Commission Regulation, Docket No. 19-00001.*
- *Docket to Examine Proposals Made By the Consumer Advocate to Modify Piedmont Natural Gas Company's Integrity Management Rider Tariff and Other Potential Issues Related to the IMR Tariff, Docket No. 19-00007.*
- *Petition of Tennessee-American Water Company Regarding the Production Costs and Other Pass-Throughs Rider, Docket No. 19-00010.*
- *Petition of Cartwright Creek, LLC to Increase Tap Fees to Address Environmental Issues Raised by the Tennessee Department of Environment and Conservation, Docket No. 19-00034.*
- *Petition of Navitas TN NG, LLC for Approval of An Adjustment in The Rates, Charges and Tariffs, Docket No. 19-00057.*
- *2019 Annual State Certification of Support for Eligible Telecommunications Carriers Pursuant to 47 C.F.R. 54.314, Docket No. 19-00058.*
- *Petition of Cartwright Creek, LLC for Declaratory Ruling, Docket No. 19-00061.*
- *Joint Application of Aqua Utilities Company, Inc. and Limestone Water Utility Operating Company, LLC for Authority to Sell or Transfer Title to the Assets, Property, and Real Estate of a Public Utility and for a Certificate of Public Convenience and Necessity, Docket No. 19-00062.*
- *Application of Foursight Communications LLC for A Certificate of Public Convenience and Necessity to Provide Intrastate Telecommunications Services Statewide, Docket No. 19-00063.*
- *Audit of Chattanooga Gas Company's Weather Normalization Adjustment for the Period November 1, 2018 to April 30, 2019, Docket No. 19-00064.*
- *Audit of Atmos Energy Corporation's Weather Normalization Adjustment for the Period of October 1, 2018 to April 30, 2019, Docket No. 19-00065.*
- *Audit of Piedmont Natural Gas Company's Weather Normalization Adjustment for the Period October 1, 2018 to April 30, 2019, Docket No. 19-00066.*
- *Application of Point Broadband Fiber Holding, LLC, for a State-Issued Certificate of Franchise Authority, Docket No. 19-00067.*
- *Application of Missouri Network Alliance, LLC to Provide Competing Local and Interexchange Telecommunications Services on a Facilities and Resold Basis, Docket No. 19-00069.*
- *Petition of Sontara Old Hickory, Inc. for Approval of an Asset Purchase Agreement and for the Issuance of a Certificate of Convenience and Necessity, Docket No. 19-00071.*
- *Petition of Atmos Energy Corporation for Approval of Agreement with Brown-Forman Corporation., D/B/A Jack Daniel Distillery, Docket No. 19-00072.*



- *Atmos Energy Corporation Tennessee and Union City, Tennessee 2018-2019 Actual Cost Adjustment Filing, Docket No. 19-00075.*
- *Atmos Energy Corporation-2019 Arm Reconciliation Filing, Docket No. 19-00076.*
- *Chattanooga Gas Company's Actual Cost Adjustment Filing for the Period of July 1, 2018 through June 30, 2019, Docket No. 19-00077.*
- *Chattanooga Gas Company Annual Report of Performance Based Ratemaking Mechanism for the Period Twelve Months Ended June 30, 2019, Docket No. 19-00078.*
- *Piedmont Natural Gas Company, Inc. Actual Cost Adjustment for the Period July 1, 2018-June 30, 2019, Docket No. 19-00079.*
- *Piedmont Natural Gas Company, Inc., Performance Incentive Plan Report for the Period July 1, 2018-June 30, 2019, Docket No. 19-00080.*
- *Investigation into Navitas Utility Corporation's Notice of Probable Shutdown and Discontinuation of Tennessee Service, Docket No. 19-00084.*
- *Petition of Tennessee Wastewater Systems, Inc. for Approval to Use Its Escrow & Reserve Funds for Capital Improvement at Hidden Springs Resort, Docket No. 19-00085.*
- *Application of Hudson Fiber Network Inc. for a Certificate of Convenience and Necessity to Provide Competing Local Exchange and Interexchange Telecommunication Services, Docket No. 19-00087.*
- *Petition of Atmos Energy Corporation for Approval of an Extension of a Franchise Agreement with the City of Maryville, Tennessee, Docket No. 19-00088.*
- *Petition for Expedited Review of Growth Code Denial by the Number Pooling Administrator-Charleston Rate Center, Docket No. 19-00089.*
- *Petition of Atmos Energy Corporation for Approval of Extension of Franchise Agreement with the City of Alcoa, Tennessee, Docket No. 19-00090.*
- *Application of Altaworx, LLC to Provide Resold Telecommunications Services in Tennessee., Docket No. 19-00091.*
- *Petition of Atmos Energy Corporation for Approval of an Extension of a Franchise Agreement with Blount County, Tennessee, Docket No. 19-00096.*
- *Petition of Cartwright Creek, LLC to Extend Capital Improvements Surcharge, Docket No. 19-00097.*
- *Show Cause Proceeding Against Cartwright Creek, LLC for Charging an Unauthorized Rate or Fee, Docket No. 19-00098.*
- *AT&T Tennessee Complaint Against Cellular South, Inc. d/b/a C Spire, Docket No. 19-00099.*
- *Petition of Appalachian Power Company for Authority for Financing Program through December 31, 2021, Docket No. 19-00102.*
- *Docket to Investigate and Consider Potential Issues and Modifications to the Collective Capital Riders of Tennessee-American Water Company, Docket No. 19-00103.*
- *Counce Natural Gas Company, Inc. Actual Cost Adjustment for Filing Period October 1, 2018 through September 30, 2019, Docket No. 19-00104.*
- *Petition of Tennessee-American Water Company Regarding the 2020 Investment and Related Expenses Under the Qualified Infrastructure Investment Program Rider, the Economic Development Investment Rider and the Safety and Environmental Compliance Rider, Docket No. 19-00105.*
- *Petition of Kingsport Power Company d/b/a AEP Appalachian Power for October 2018 - September 2019 Annual Recovery under the Targeted Reliability Plan and Major Storm Rider ("TRP&MS"), Alternative Rate Mechanisms Approved in Docket No. 17-00032., Docket No. 19-00106.*
- *Petition of Piedmont Natural Gas Company, Inc. for Approval of an Integrity Management Rider to its Approved Rate Schedules and Service Regulations, Docket No. 19-00107.*
- *Rulemaking Proceeding to Promulgate Rules Related to Extension of Service to Contiguous Territory, Docket No. 19-00108.*
- *Notification of Proposed Changes in Indirect Control of Lingo Telecom of the South, LLC and Matrix Telecom, LLC., Docket No. 20-00001.*
- *Complaint of B&W Pipeline, LLC against Navitas TN NG, LLC for the Submission of a Fraudulent Invoice Dated December 10, 2019, for \$344,515.49, Docket No. 20-00004.*
- *In re: Proposed Transaction Involving Aeneas Communications, LLC and Southwest Tennessee Electric Membership Corporation, Docket No. 20-00005.*
- *Petition Seeking Revocation of Certificate of Franchise Authority Held by Spirit Broadband, LLC, Docket No. 20-00006.*
- *Petition of Tennessee-American Water Company Regarding the Production Costs and Other Pass-Through Riders, Docket No. 20-00008.*
- *Joint Petition of Tennessee Wastewater Systems, Inc. and TPUC Staff (as a Party) to Increase Rates and Charges, Docket No. 20-00009.*
- *Joint Petition of Tennessee-American Water Company and Thunder Air, Inc. d/b/a Jasper Highlands Development, Inc. for the Approval of an Asset Purchase Agreement and for the Issuance of a Certificate of Convenience and Necessity, Docket No. 20-00011.*
- *Atmos Energy Corporation Shared Service Depreciation Study, Docket No. 20-00012.*



- *Petition of Brightstone Campus, for a Determination as to Whether Certificate of Convenience and Necessity is Not Required for the On-Site Wastewater System Serving Williamson County, Tennessee, Docket No. 20-00022.*
- *Petition for Declaratory Order by Engie Development, LLC, Docket No. 20-00024.*
- *In re Rulemaking Proceeding to Promulgate Rules for the Evaluation of Public Utility Acquisitions, Docket No. 20-00025.*
- *Petition of Aqua Green Utility Inc. to Amend its Certificate of Public Convenience and Necessity for the Service Part of Maury County, Tennessee Known as Forest Trails Subdivision on Ollie Chunn Road, Docket No. 20-00026.*
- *Petition of Tennessee-American Water Company in Support of the Calculation of the 2020 Capital Recovery Riders Reconciliation, Docket No. 20-00028.*
- *Actual Cost Adjustment Filing for the Navitas TN NG, LLC Jellico and Byrdstown Systems for the Period January 1, 2019 through December 31, 2019, Docket No. 20-00036.*
- *Petition of Integrated Resource Management, Inc. for a Certificate of Convenience and Necessity, Docket No. 20-00038.*
- *Application of Advantage Cellular Systems, Inc. d/b/a DTC Communications for a State-Issued Certificate of Franchise Authority, Docket No. 20-00044.*
- *Petition of Atmos Energy Corporation for Approval of Franchise Agreement with Kingsport Tennessee, Docket No. 20-00045.*
- *In re Emergency Petition to Suspend Service Disconnections Filed by the Consumer Advocate Unit of the Financial Division of the Office of the Tennessee Attorney General, Docket No. 20-00047.*
- *Chattanooga Gas Company Petition for Approval of its 2019 Annual Rate Review Filing Pursuant to Tenn. Code Ann. § 65-5-103 (D)(6), Docket No. 20-00049.*
- *Application of Full Tilt Communications, LLC for a State-Issued Certificate of Franchise Authority, Docket No. 20-00054.*
- *Application of Full Tilt Communications, LLC for a Certificate to Provide Competing Local Telecommunications Services, Docket No. 20-00055.*
- *Petition of Piedmont Natural Gas Company, Inc. for Approval of Negotiated Franchise Agreement with Franklin, Tennessee Pursuant to Tennessee Code Annotated § 65-4-107, Docket No. 20-00078.*
- *Petition of Atmos Energy Corporation for Waiver of Requirement that Meter Testing Under TPUC Rule 1220-04-05.26(E) be Completed in Calendar Year 2020, Docket No. 20-00079.*
- *AT&T Request for Approval to Provide Residential Broadband Service to Mississippi Customer Assigned to TN E-911 Address, Docket No. 20-00080.*
- *Application of Twin Lakes Communications, Inc. for Expanded State- Issued Certificate of Franchise Authority, Docket No. 20-00081.*
- *Atmos Energy Corporation Performance Base Ratemaking Filing (PBR) for Tennessee Excluding Union City, Docket No. 20-00082.*
- *Petition of Piedmont Natural Gas Company, Inc. for Waiver of Periodic Meter Testing Under TPUC Rule 1220-04-05-.26(1) (E), Docket No. 20-00083.*

Court Cases

- *In re: Tennessee Regulatory Authority v. Laurel Hills Condominiums Property Owners Association, State of Tennessee Chancery Court for the 13th Judicial District, Cumberland County at Crossville, Tennessee, Case No. 2012-CH-560*



Underground Utility Damage Enforcement Board

Contested Case and Show Cause Proceedings for the 2019-2020 Fiscal Year Include:

- *In re: Contested Case Proceeding Concerning Citation Issued to Stansell Electric Company, Inc. for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U18-0018 (May 9, 2018).*
- *In re: Show Cause Proceeding Against Jose Hernandez for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U18-0027 (June 29, 2018).*
- *In re: Show Cause Proceeding Against Eddie Dearing for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U18-0036 (October 12, 2019).*
- *In re: Show Cause Proceeding Against L&R Plumbing for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U18-0040 (November 30, 2019).*
- *In re: Show Cause Proceeding Against Tiger Landscape, LLC for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0043 (June 3, 2019).*
- *In re: Show Cause Proceeding Against William M. Britton for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0044 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Lanny Anderson for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0045 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Save-A-Tree for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0046 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Alpha Water Systems for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0047 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Rose Creek Landscaping, LLC for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0048 (April 5, 2019).*
- *In re: Show Cause Proceeding Against First Choice Masonry, Inc. for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0049 (October 15, 2019).*
- *In re: Show Cause Proceeding Against H&J Concrete, LLC for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0050 (October 15, 2019).*
- *In re: Show Cause Proceeding Against B&T Landscaping, Inc. for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0051 (October 15, 2019).*
- *In re: Show Cause Proceeding Against Harakas Construction, Inc. for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0053 (October 15, 2019).*
- *In re: Show Cause Proceeding Against Begley Development, LLC for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0054 (October 15, 2019).*
- *In re: Show Cause Proceeding Against Jackson Jones Construction for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0055 (October 15, 2019).*
- *In re: Show Cause Proceeding Against Sergio's Lawn and Tree Service, Inc. for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0057 (October 15, 2019).*
- *In re: Show Cause Proceeding Against Dwayne Noe Construction, LLC for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0058 (October 15, 2019).*
- *In re: Contested Case Proceeding Concerning Citation Issued to Memphis Light, Gas & Water for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0059 (May 2, 2019).*
- *In re: Contested Case Proceeding Concerning Citation Issued to True Line Construction Company, LLC for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0060 (October 3, 2019).*
- *In re: Contested Case Proceeding Concerning Citation Issued to Rain Maker, LLC for Alleged Violation(s) of Tenn. Code Ann. § 65-31-101 et seq., UUDEB Docket No. U19-0061 (May 23, 2019).*



- *In re: Show Cause Proceeding Against MC Communication, LLC for Alleged Violations of Tenn. Code Ann. § 65-31-101 et seq., UUEB Docket No. U19-0042 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Tiger Landscape, LLC for Alleged Violations of Tenn. Code Ann. § 65-31-101 et seq., UUEB Docket No. U19-0043 (April 5, 2019)*
- *In re: Show Cause Proceeding Against William M. Britton for Alleged Violations of Tenn. Code Ann. § 65-31-101 et seq., UUEB Docket No. U19-0044 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Lanny Anderson for Alleged Violations of Tenn. Code Ann. § 65-31-101 et seq., UUEB Docket No. U19-0045 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Save-A-Tree for Alleged Violations of Tenn. Code Ann. § 65-31-101 et seq., UUEB Docket No. U19-0046 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Alpha Water Systems for Alleged Violations of Tenn. Code Ann. § 65-31-101 et seq., UUEB Docket No. U19-0047 (April 5, 2019).*
- *In re: Show Cause Proceeding Against Rose Creek Landscaping, LLC for Alleged Violations of Tenn. Code Ann. § 65-31-101 et seq., UUEB Docket No. U19-0048 (April 5, 2019).*



Appendix B

Docket Room and Commission Activity

Formal Case Docket Activity

Type of Docket	Fiscal 2019-2020 (7/1/19 - 6/30/20)
Total	137
Alternative Rate Mechanism & Rate Cases	11
Cable Franchise	5
Certificates of Public Convenience & Necessity (CCN)	10
Complaints, Investigations, Show Cause	4
Contracts	1
Local Franchise Approval	5
N11/Number Pooling	1
Name Changes	8
Notice of Election Market Regulation	8
Rulemaking	3
Telecom Interconnection/Resale Agreements	54
Utility Audits	13
Utility Transfers- Mergers, Financing, Financial Security	7
Other	5